

# EXCELLENCE IN MISSOURI FOUNDATION



## Missouri Quality Award 1996

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### Excellence in Missouri Foundation

The Excellence in Missouri Foundation was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in business, education, government and health care throughout Missouri. It is a 501 (c)(3) not-for-profit education organization funded entirely by contributions from the private sector and income generating activities. The Foundation is led by a Board of Directors, chaired by David A. Robbins of Wainwright Industries, and comprised of 25 key business, education, government, and health care leaders from various parts of the state.

The mission of the Foundation is to:

- Administer the Missouri Quality Award program to insure achievement of its goals and objectives;
- Provide education services which offer all Missourians an understanding of quality principles and practices;
- Motivate all Missourians to adopt quality principles and practices in all aspects of their lives; and
- Insure that the financial stability of the organization and the Missouri Quality Award is maintained and improved.

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### Missouri Quality Award Program

The Missouri Quality Award was created by Executive Order 92-15 on July 1, 1992 which established the Award as the official state recognition for excellence in quality leadership and the primary means to educate organizations of all kinds about quality implementation and improvement. The Award is patterned after the Malcolm Baldrige National Quality Award and is designed to:

- Create awareness of the value of quality;
- Educate Missourians about quality improvement;
- Motivate Missourians to pursue quality; and
- Recognize excellence in quality leadership.

### *Eligibility*

Any organization located in Missouri may participate in the Award process. Separate Award categories are established for manufacturing, service, public sector, education, and health care.

### *Criteria*

The following seven areas are examined:

- Leadership

- Information and Analysis
- Strategic Planning
- Human Resource Development and Management
- Process Management
- Business Results
- Customer Focus and Satisfaction

Applicants must address a set of examination items within each of the seven categories above. Heavy emphasis is placed on performance excellence and quality achievement as demonstrated through quantitative data furnished by applicants. Criteria are specifically tailored for public sector, education and health care.

#### ***Examination Process***

Each written application is evaluated by members of the Board of Examiners. High-scoring applicants are selected for site visits by a Panel of Judges. The Judges recommend Award recipients to the Board of Overseers from among the applicants site visited. All applicants receive a written feedback summary of strengths and areas for improvement in their management system.

#### ***Examiners***

The Board of Examiners is comprised of quality experts selected from industry, professional and trade organizations, universities, government agencies, education and health care organizations, and from the ranks of the retired. Those selected meet the highest standards of qualification and peer recognition. Examiners must take part in a preparation program based upon the criteria, the scoring system and the examination process. Each fall applications are solicited from quality experts to serve as Examiners for the following year.

#### ***Confidentiality***

All applications are confidential. Proprietary information provided by applicants is carefully protected. Examiners are assigned to avoid conflicts of interest. Information on the successful strategies of Award recipients is released only after written approval is received from recipients.

#### ***Fees***

Fees are set to cover a portion of the costs of the review. Fees for 1996 include a non-refundable payment of \$100 that must accompany the Eligibility Determination Form. The written application review fee ranges from \$1,500 to \$3,500, depending upon the size of the organization. Separate site visit fees are set at the time the visits are scheduled.

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### **Award Recipients**

There is no restriction on the number of Awards presented in a given category. The following organizations have received the Award:

#### **1993**

- [American Capital Companies Shareholder Service, Inc.](#)  
Kansas City, Missouri
- [The Folger Coffee Company](#)  
Kansas City, Missouri
- [Wainwright Industries, Inc.](#)  
St. Peters, Missouri

#### **1994**

- [Dana Corporation](#)  
Columbia, Missouri

- MEMC Electronic Materials, Inc.  
St. Peters, Missouri

### **1995**

- St. Luke's Hospital of Kansas City  
Kansas City, Missouri
- University of Missouri-Rolla  
Rolla, Missouri

### **1996 Missouri Quality Award**

- AlliedSignal Federal Manufacturing & Technologies Kansas City, MO
- St. Francis Hospital & Health Services Maryville, MO

### **1996 Missouri Team Quality Award**

- Bussmann Division of Cooper Industries--FAB Team Ellisville, MO
- Profit In Education Team of the United Way St. Joseph, MO

### **Governor's Quality Leadership Award**

#### **1995**

- Steve Detter McDonnell Douglas

#### **1996**

- Don Wainwright Wainwright Industries

Award recipients are required to share their successful strategies with other Missouri organizations and appear at the annual Missouri Quality Conference and Recipients' Sharing Conference.

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***For More Information, please contact:***

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